

I would like to comment on Cable Internet Providers who charge substantially higher fees for customers who choose not to purchase a "Bundled" package.

I currently live in a town that is serviced by ONE broadband provider, Adelphia Cable. As I need remote access to my employers network, dial up is not an option for me. When I moved to Carver about a year ago I called Adelphia for pricing on broadband internet only (I currently have a satellite dish for television programing as it is significantly cheaper than basic cable) and was told that the cost would be 49.99\$ monthly, with a 5.00\$ monthly discount for owning my own cable modem (44.99\$ monthly). They also offered the first three months at 19.95\$. After the three month offer, I recieved a bill for 53.65\$ times 2 months, for a total bill of 107.30\$ Since this was not what was expected I called the local office and eventually got through to a billing agent. I was then told that this was the normal "Un-Bundled" charge, minus the 5.00\$ monthly discount for having my own modem. (The normal monthly charge would be 58.65\$ if I had a modem provided by them.)

Being a bit aggrevated at the unanounced price change from what I was quoted, I called the original number I had signed up for service through. Again I was told that the normal charge should be 49.99\$. When I explained that I didn't want television service the price would still be 49.99\$.

This resulted in numerous calls between different offices within Adelphia, trying to get a straight answer. I have never received a solid answer, as every person I talk to has different information.

In addition to the monthly cost issue, I repeatedly ran into walls while trying to have the different offices access my billing information. My local office uses a different account automatin software than the regional office and the regional office uses a different software than the national office. None of the offices could bring up the same information for my account!

This is not something specific to Adelphia cable either. Many cable companies are advertising service at one price, but then changing that price when you don't want to purchase all of thier products! If you call for just broadband, you are charged more if you do not purchase cable television as well. Yet, if you order just cable television you do not pay extra for not purchasing broadband as well. Obviously the cable companies realize that more people want broadband service than cable television, so they charge extra on that one service. This is absolutely wrong! Without competition from another provider in Carver for broadband my monthly bill continues to increase. Without another alternative and being able to access my employers network remotely a requirement, I have no choice but to use this monopoly! These type of anti-consumer practices HAS to be stopped!

Before the cable companies get a break with de-regulation, how about the customers get a break with fixed pricing?

Thank you for your time.
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